

A Guide to the Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program

February 2005



Department of Health and Family Services
Division of Health Care Financing

[English]

For help to translate or understand this document, please call 1-800-291-2002.

[Español]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-291-2002.

[Laotian]

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[Hearing Impaired]

For help to understand this document, please call TDD/TTY 1-800-291-2002.



Do you receive Supplemental Security Income (SSI) or SSI- related Medicaid?

If you're eligible for SSI or SSI-related Medicaid, you get your health care with a Forward card like this one. You may now be able to join the SSI Managed Care Program to receive your Medicaid benefits.

What is the SSI Managed Care Program?

The SSI Managed Care Program is a group of health plans that provide health care services. These health plans are called Managed Care Organizations (MCOs). You may get your health care from an MCO if you:

- Live in Milwaukee County,
- Are age 19 or older,
- Receive Medicaid and Supplemental Security Income (SSI) or receive SSI-related Medicaid because of a disability determined by the Disability Determination Bureau,
- Are not living in an institution or nursing home, and
- Are not participating in the Community Waivers Program.



Must I choose a Managed Care Organization (MCO)?

The letter in your enrollment packet tells you if you must choose an MCO. If you are not sure if you must choose an MCO, **call the Enrollment Specialist at 1-800-291-2002.**

Most people who get this booklet must choose an MCO to get health care. But, you do not have to choose an MCO if you:

- ✓ receive both Medicaid and Medicare or,
- ✓ are in the Medicaid Purchase Plan (MAPP) or,
- ✓ were enrolled in this Managed Care Program at any time in the past.

If you do not enroll in this program, you will continue to receive services under fee-for-service Medicaid.

What are the benefits of signing up with a Managed Care Organization (MCO)?

MCOs provide the same services as regular Medicaid:

- Doctor visits & hospital care
- Eye care including eye glasses
- Outpatient & emergency care
- Drugs
- Mental health services
- Medical supplies and equipment
- Substance abuse (alcohol and other drug abuse) services
- Dental care



- Physical and occupational therapy
- Home health services
- Speech, hearing and language disorder services
- Personal care services

If you enroll in an MCO you also get:

- An assessment of your medical and social service needs,
- A care plan that includes both medical and social services,
- **Health Care Coordination** and a **Health Care Coordinator** to help you arrange for your care and services,
- No co-payments for services and prescriptions your MCO pays for,
- Transportation arranged by your MCO to and from appointments for covered services,
- Help choosing a doctor, hospital and dentist near your home, and
- Help finding the right health care services.

What is Health Care Coordination?

Health Care Coordination is another MCO benefit that brings the services of your primary doctor, specialty doctor, and community agencies together.

Health Care Coordination helps people with special health care needs, including people with disabilities and other chronic medical conditions such as diabetes or asthma get the best possible care.

Your Health Care Coordinator will be a specially trained person such as a nurse or social worker who will help you get the health services you need.



Your Health Care Coordinator will:

- ✓ Do evaluations to better understand your health care needs.
- ✓ Develop a health care plan just for you. With your help, this health care plan will identify the services that will help you the most.
- ✓ Help you with referrals to specialty doctors and other services.
- ✓ Arrange transportation to and from medical appointments.
- ✓ Help you make doctors' appointments if you need help.
- ✓ Connect your health care services to other services you need and use, such as county services, housing, or public health.

Call your MCO to ask about Health Care Coordination services.

What is the difference between regular Medicaid & the Managed Care Program?

Regular Medicaid	Managed Care Program
You can see any providers and Hospitals that take Medicaid.	You must see providers and hospitals that are in the plan.
It may be hard to find doctors who accept Medicaid.	The MCO will help you find the providers you need.
You may not have one primary doctor or nurse who keeps track of all of your health care.	You choose one doctor or nurse who keeps track of all of your care. This is your primary care provider .
You do not need a referral from your doctor to see a specialist.	You may need a referral from your doctor to see a specialist.
If your doctor is not available evenings or on weekends, you must find another doctor to give you care.	If your doctor is not available evenings or on weekends, the MCO's 24-hour phone number will help you get care.
You may be responsible for Co-payments for some medical services.	MCO members do not have to pay co-payments for covered medical services.
You are responsible for finding services that meet your health care needs.	Health Care Coordinators will evaluate your health care needs, and then create a plan that meets your special needs. They will help you get the health services you need and connect you to other services.



How do I choose a Managed Care Organization (MCO)?

Ask your health care providers which Medicaid health plans they belong to.

Your health care providers include your...

- ✓ Primary care doctor,
- ✓ Mental health provider,
- ✓ Specialty doctor,
- ✓ Personal Care provider,
- ✓ Home Health Care provider,
- ✓ Hospital, and
- ✓ Pharmacy.

The Managed Care Organization (MCO) your health care providers accept could be the one for you! Your health care providers may not all belong to one MCO. Then you will need to decide which provider is most important to you.

Call the Enrollment Specialists at 1-800-291-2002. They will help you pick the best health plan for your needs.

What happens if I do not choose an MCO?





If you are in the group that must choose an MCO, and you do not make a choice, an MCO will be chosen for you.



Get In Touch

Need help? Call the Enrollment Specialists at 1-800-291-2002!

They will help you find the health plan that is best for you. The Enrollment Specialist can:

-  Find out if your doctor, hospital, or clinic belongs to the MCO.
-  Help you select a health plan over the phone.
-  Help you fill out the MCO Enrollment Choice Form.
-  Answer your questions about how the MCO works.

How do I sign up with a Managed Care Organization (MCO)?



You can fill out, sign, and mail the Enrollment Choice Form found in this packet.



You can call the Enrollment Specialist at 1-800-291-2002 to give your choice of MCO over the phone.



You can meet with the Enrollment Specialist face-to-face.

Call 1-800-291-2002 for details.



What happens after I sign up with a Managed Care Organization (MCO)?

You will get a membership packet that will tell you more. The membership packet lists the doctors, hospitals, and clinics that belong to your health plan. It will also explain the services your MCO provides.

Call your MCO to:

- ✓ Find out the doctors and clinics you can use.
- ✓ Pick or change your primary care provider.
- ✓ Set up a date for your health assessment.
- ✓ Report if you need emergency or urgent care.

If you are not satisfied with the services, doctors, hospitals, or clinics provided by your MCO, call the Enrollment Specialist at 1-800-291-2002. The Enrollment Specialist can help you take the next step.

What if I am not happy with my MCO?

You can change to a different MCO during the first four (4) months of your enrollment. You can also change to a different MCO at any time after twelve (12) months of enrollment.

Call the **Enrollment Specialists at 1-800-291-2002** if you want to choose a different MCO.



Can I leave the Managed Care Program and go back to regular Medicaid?

If you are required to choose an MCO, you can go back to regular Medicaid after you try enrollment with the MCO for two (2) months.

You can request this change any time up until the end of your fourth month of enrollment.

You can also go back to regular Medicaid any time after twelve (12) months of enrollment.

If you are **NOT** required to choose an MCO, you can go back to regular Medicaid at any time.

If you want to go back to regular Medicaid, call the **Enrollment Specialist at 1-800-291-2002**. The Enrollment Specialist can tell you when your regular Medicaid coverage will begin.



You Have Rights!

As a member of a Managed Care Organization (MCO) in Wisconsin, you have important rights.

- You have the right to information about your MCO and how it works.
- You have the right to ask questions and to file complaints and appeals.
- You have the right to fair treatment.

Assistance for People with Disabilities

People with disabilities have the right to receive assistance. The health care providers in your Managed Care Organization (MCO) must assist people with disabilities. The Americans with Disabilities Act (ADA) guarantees this right. This means the doctor's office or hospital must be easy to enter and exit. Your Health Care Coordinator can make sure the doctors office or hospital meets your needs.

Assistance for People Who Are Deaf or Hard of Hearing

The health care providers in your MCO must provide interpreter services for people who are deaf or hard of hearing.

Assistance for People Who Speak Different Languages

The health care providers in your MCO must provide interpreter services for people who speak different languages.

Assistance for People Who are Blind or Visually Impaired

If you are blind or visually impaired, you can get a copy of the MCO's member handbook and other information in Braille or on audiotape.

You Have Responsibilities

To get the best health care, you have to be responsible for:

- Telling the doctors and nurses how you feel
- Getting medical care when you need it
- Taking your prescriptions and following the doctors advice
- Following the MCO's rules for getting health services
- Keeping the appointments you make
- Asking your doctor, MCO, or care coordinator questions
- Telling your MCO what you think so that they can help you get the best health care

If You Have Problems or Questions

If you have questions or problems about your doctor, your health care, or your Managed Care Organization (MCO) we want you to know what to do. There are people that will help you get the health care you need. There are also many ways to solve problems and answer questions.

Examples of Problems and Questions:

- Being refused care
- Unable to get an appointment
- Unable to see the doctor of your choice or a specialty doctor
- Unable to find someone who speaks your language
- Unhappy with the health care provider's attitude
- Not getting help when you call the MCO's 800 number
- Being denied medically necessary equipment or services
- Getting a bill your MCO should pay

If these questions or problems happen to you, you can make things better. See **Who to Call for Help** on the following pages.





Who to Call for Help

If you need help with enrollment into a Managed Care Organization (MCO) call:

MCO Enrollment Specialist

[Voice/TDD/TTY] 1-800-291-2002

If you have questions about the health care services your Managed Care Organization (MCO) provides, call the MCO's Member Services:

Abri Health Plan

(262) 834-1139 or (888) 999-2404

[TDD/TTY] (262) 834-0122 or (800) 947-3529

Independent Care (iCare)

(414) 223-4847 or (800) 777-4376

[TDD] (800) 947-3529

Managed Health Services

(414) 443-3400 or (866) 608-3400

[TDD/TTY] (414) 345-4621 or (800) 446-6136

United Healthcare of WI

(800) 504-9660

[TDD] (800) 324-7448



Who to Call for Help, continued

If you have problems getting services while you are enrolled with your Managed Care Organization (MCO) call the **MCO Advocate**.

Abri Health Plan

(262) 834-1136 or (888) 999-2404
[TDD/TTY] (262) 834-0122 or (800) 947-3529

Independent Care (iCare)

(414) 223-4847 or (800) 777-4376
[TDD] (800) 947-3529

Managed Health Services

(414) 443-3400 or (866) 608-3400
[TDD/TTY] (414) 345-4621 or (800) 446-6136

United Healthcare of WI

(800) 504-9660
[TDD] (800) 324-7448

If you have a complaint or grievance with your Managed Care Organization (MCO) call:

Medicaid Managed Care Ombudsman

(800) 760-0001

If you lose your Wisconsin Medicaid Forward card call:

Recipient Services

(800) 362-3002





Who to Call for Help, continued

If you need help with your Medicaid eligibility call:

Milwaukee County Economic Support

(414) 289-6000

Social Security Administration

(800) 772-1213

Choosing Your Managed Care Organization (MCO)

Information in this booklet may have changed since printing. Call (800) 291-2002 for the latest information.

The information in this booklet is for the Wisconsin Medicaid SSI Managed Care Program.

Questions?
Call toll free (800) 291-2002.
(Español and Hmong translated).

This section will help you choose a Managed Care Organization (MCO) for your health care needs.

Many people living in Milwaukee County who receive Medicaid and Supplemental Security Income (SSI) or receive SSI-related Medicaid because of a disability determined by the Disability Determination Bureau must choose an MCO. Others may choose to join an MCO.

This section describes the health care services each MCO offers. You can choose any of the MCOs listed on your MCO Enrollment Choice form.

Please read the information about each MCO carefully before you choose.

When you choose an MCO you must receive your health care services from the MCO's health care providers.

It is important to choose the MCO that best meets your health care needs.

Take time to answer these questions before you choose an MCO:

- Do your primary doctor, specialty doctors, and clinic belong to an MCO?
- Do your dentist, eye doctor, and mental health provider belong to an MCO?
- Do the hospital and pharmacy you like to use belong to an MCO?
- Does the MCO offer any special health care services you need?
- What hours are the doctors, clinics, and other providers open that belong to the MCO? Do any of them have evening hours?

- Do you have other health insurance? You will be expected to see health care providers who accept your other insurance as well as your MCO. The Enrollment Specialist can tell you how to match your MCO enrollment with your other insurance so you can use both insurance plans. Call the Enrollment Specialist at (800) 291-2002 [Voice/TDD/TTY].

If you need help or if you have questions, please call the **Enrollment Specialist at (800) 291-2002 [Voice/TDD/TTY]**, Monday through Friday, 7 a.m. to 6 p.m. The Enrollment Specialist provides language translations for those who need it. The Enrollment Specialist can tell you if your doctors accept any of the MCOs. The Enrollment Specialist can also enroll you into the MCO of your choice right over the telephone or they can help you complete the Enrollment Choice Form.

Thank you for choosing your Wisconsin Medicaid
Managed Care Organization (MCO)!



Where can I get care?

Major Providers	Hospitals
<p>ANew Health Services — Care Coordination</p> <p>APS Healthcare — Behavioral Health, Mental Health and AODA Services</p> <p>Covenant Home Health — Home Health Care</p> <p>Curative Care Network — Physical, Occupational and Speech Therapy</p> <p>Dynacare — Laboratory Services</p> <p>Herslof — Vision Care</p> <p>Home Care Medical — Medical Supplies & Equipment</p> <p>Independent Physicians Network (IPN) — Primary Care and Specialist Physicians – over 1000 to choose from</p> <p>Southeastern Dental Associates (SEDA) — Dental Care</p>	<p>Covenant Healthcare —</p> <p>St. Francis Hospital</p> <p>St. Joseph Regional Medical Center</p> <p>St. Michael Hospital</p> <p>The Wisconsin Heart Hospital</p> <p>Columbia St. Mary's —</p> <p>Columbia Hospital</p> <p>Sacred Heart Rehab Institute</p> <p>St. Mary's Hospital of Milwaukee</p> <p>Children's Hospital and Health System</p> <p>Children's Hospital of Wisconsin</p>

General Information

Customer Service: 1-262-834-1139 or 1-888-999-2404 (toll free)

TTY/TDD

(Hearing Impaired) Service: 1-262-834-0122 (Monday through Friday, 8:00 a.m. to 5:00 p.m.)
1-800-947-3529 (1-800-WI RELAY) after 5:00 p.m. weekdays and weekends

ANew Health Services
(Care Coordinator): 1-414-475-7788

Member Advocate: 1-262-834-1136

Nightline/After Hours: 1-888-999-2404 (toll free)

Web Site: www.AbriHealthPlan.com

Interpretation and translation services are available for those members who need them. Please contact Customer Service at 1-262-834-1139 or 1-888-999-2404 (toll free).

Abri Health Plan has over 1,000 physicians to serve your healthcare needs. To find out what physicians are in your area, please call Customer Service at 1-262-834-1139 or 1-888-999-2404 (toll free). The Wisconsin Medicaid MCO Enrollment Specialist can also help you find a physician in the Abri Health Plan network. Please call the Wisconsin Medicaid MCO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drugstores in your area including Kmart Pharmacy, Osco Drugs, Serv-U-Pharmacy, ShopKo, Target Pharmacy, Walgreens, and Wal-mart Pharmacy. Show your Forward card and any other insurance cards to the pharmacist. To find out if Abri Health Plan will pay for your prescriptions from your favorite drugstore, ask your pharmacist or call Customer Service at 1-262-834-1139 or 1-888-999-2404 (toll free).

What special services are available to me?

- Locally owned health plan providing local claims processing.
- Dental services.
- Vision services.
- Customer Service staff that speak Spanish and Hmong.
- Interpretation/Translation services.
- Non-Emergency Transportation (no charge) to and from any medical appointments including pharmacy visits and lab work.
- Walk-in-clinic (Urgent Care) hours available.
- Local Customer Service 24 hours a day, seven days a week.
- Member Newsletter.
- Behavioral Health Services – Behavioral Health - Mental Health - AODA.
- Care coordination plan by ANEW Health Services that is tailored to your individual needs and reviewed at least every six (6) months. ANEW has provided case management services for approximately 3,500 consumers since 1999. ANEW places special emphasis on the total needs of each person and provides the best possible assistance in advocating for members and acquiring the most appropriate medical and social services.

What enrollment rules must I follow?

You must choose a primary care physician (PCP) when you enroll with us. You can do this by calling Customer Service at 1-262-834-1139 or 1-888-999-2404 (toll free). You can change your primary care physician (PCP) by calling the same number.

Women can choose both an OB/GYN and another primary care physician (PCP).

Abri Health Plan provides dental services. You may see any participating dentist in our network without a referral. Please see our SSI provider directory for a complete listing or visit our Web site at www.AbriHealthPlan.com.



Where can I get care?

Major Providers	Hospitals
<p>Physicians & Clinics: <i>*iCare works with most physicians and clinics in Milwaukee County. Some major clinics include:</i> Aurora Columbia St. Mary's Covenant Healthcare Froedtert and Medical College Clinics Medical College of Wisconsin Downtown Health Center Health Care for the Homeless Isaac Coggs Health Connection Indochinese Family Medical Center Sixteenth Street Community Health Center United Community Center AIDS Resource Center of WI Lisbon Avenue Health Center MLK-Heritage Health Center MedPoint Family Care Center MidTown Health Center</p> <p><i>You may also call 414-223-4847 to see if a specific doctor or provider is in the iCare network.</i></p> <p>Specialty Providers: Gambro Healthcare (Dialysis only) Independence First for personal care workers Preferred Home Health for personal care workers Home Care Medical for durable medical equipment Morfeys Limbs and Braces, Inc. Eye Care of Wisconsin vision network <i>For all other specialty providers, please call iCare at 414-223-4847.</i></p> <p>Dental: Southeast Dental Associates (SEDA) network</p> <p>Mental Health & Substance Abuse: <i>*We work with most behavioral health providers in Milwaukee County. Please contact iCare with any questions.</i></p>	<p>Aurora Sinai Medical Center St. Luke's Medical Center St. Luke's South Shore Aurora Psychiatric Hospital West Allis Memorial Hospital Froedtert Memorial Lutheran Hospital Columbia Hospital St. Mary's Medical Center St. Joseph's Regional Medical Center St. Michael's Hospital St. Francis Hospital</p>

General Information

Member Services: 1-414-223-4847

24-hour Toll free Telephone: 1-800-777-4376

Hearing Impaired TDD Number: 1-800-947-3529 or 1-800-947-3529 (1-800-WI RELAY)

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at most pharmacies throughout Milwaukee County including all Aurora, Serv-U, Drug Emporium, Jewel Osco, K-Mart, Pick & Save, Sam's Club, Target, Walgreen's, and Wal-Mart pharmacies, as well as many other local pharmacies. If you have questions about what pharmacies are in our network you may call 1-800-788-2949. Any other pharmacy questions, please call iCare Pharmacy Services at 414-231-1074.

What special services are available to me?

- Personal care coordinator to help you get the care you need.
- Member Advocate.
- Rides to and from doctors and other providers.
- No co-payments for prescription drugs or other services.
- Member communications and education programs.
- Access to care coordination services 24 hours.

What enrollment rules must I follow?

When you join iCare, we assign you to a care coordinator. Your care coordinator will assess your health care needs and help you get the services you need. We expect members to actively participate in the care planning process.

We use a preferred drug list.

You may need a physician referral for some services.

Chiropractor services are covered under Medicaid fee-for-service, not iCare. You may see any chiropractor that is willing to accept the Medicaid Forward card.



Where can I get care?

Major Providers	Major Providers, continued	Hospitals
16 th St. Community Health Center Acacia Clinic American Behavioral Clinics ARO Counseling Aurora Medical Clinics Burleigh Family Care Catholic Charities Cedar Creek Family Counseling Centre for Positive Development Christian Family Counseling Clark Square Family Health Centers Clinica Latina Columbia Primary Care Physicians Columbia-St. Mary's Family Practice Cornerstone Counseling Centers Covenant Professional Network Curative Care Network Health Plan Discovery and Recovery Center Gateway Health Center Glendale Family Practice HealthCare for the Homeless Hispanic Medical Center ICF Consultants Lakeshore Medical Clinics Lisbon Avenue Health Center Lubsey Medical Clinic Lutheran Social Services	Medical College of Wisconsin Physicians META House Milwaukee Family Practice Milwaukee Health Services Milwaukee Women's Center MLK Heritage Center Ravenswood Renew Counseling Sethi Medical Clinic Shafi Medical Center Shorehaven Counseling Associates Solutions Counseling Southeast Wisconsin Life Skills Clinic St. Luke's Family Practice St. Michael's Family Care Center St. Mary's Physician Network Stress Management Clinics Unlimited Potentials Urban Family Medical Clinic Villard Primary and Specialty Care WI Community Mental Health Counseling Ctrs., Inc	Cudahy St. Luke's South Shore Milwaukee Children's Hospital of Wisconsin Columbia Center, LLC Columbia Hospital Columbia-St. Mary's Sacred Heart Rehabilitation Institute Aurora Sinai Medical Center St. Francis Hospital The Wisconsin Heart Hospital St. Joseph Regional Medical Center St. Luke's Medical Center St. Mary's Hospital of Milwaukee St. Michael Hospital Wauwatosa Aurora Psychiatric Hospital <i>(excludes ages 22-64)</i> West Allis West Allis Memorial Hospital

General Information

SSI Member Services: 1-414-443-3400 or 1-866-608-3400
TDD/TTY: 1-414-345-4621 or 1-800-446-6136

You can contact SSI Member Services for:

- Providers in our network.
- Transportation services.
- Interpreters (including American Sign Language).
- Alternative media requests (Braille, audio tapes, large font).
- Information about mental health services, substance abuse services, dental services, vision services, benefits, and care coordination services.

What pharmacies (drugstores) will fill my prescriptions?

Aurora, K-Mart, Osco, Sentry, Shop-Ko, Super Saver, Walgreen's, Walmart, and others. If your usual pharmacy is not listed, contact our Member Services Department to find out if they are in our network.

What special services are available to me?

- Transportation — Taxi rides and accessible vans available 24 hours a day to provider appointments and covered treatments.
- Home-Based Respite Services — "Respite" is a service that allows caregivers to take a break from caregiver duties. When we say it's okay, we will allow up to 10 hours of respite services a month.
- Care Coordinators — These are behavioral health clinicians, nurses or social workers who can help you get the services you need.
- Principles of Recovery — MHS strongly supports the behavioral health principles of recovery.
- Enhanced Vision Frame Selection — You can choose from a wide selection of frames.
- NurseWise® — 24-hour-a-day telephone line for advice. MHS is always available to help you!
- Interpreters — For all languages, including American Sign Language (ASL).
- Bilingual Staff — MHS staff speak Spanish, Hmong and English.
- Referrals to Community Agencies — For other services or programs that will help you with services you need.
- START SMART for your Baby™ Program — MHS nurses and social workers will help you manage your pregnancy.
- Smoking Cessation Program — To help you quit smoking.
- Home Visits — Our CONNECTIONS staff will visit you where you live if you want information from us in person.
- Primary Doctor — Your primary doctor can be a Primary Care Doctor (PCP) or a specialist.
- Diabetes and Asthma Programs — Our staff can give you information about asthma and diabetes to help you better manage your health.

What enrollment rules must I follow?

We want you to choose a primary doctor. The primary doctor you choose will coordinate your medical care. If your doctor is not with us, we can ask him/her to join MHS!

Chiropractic services are covered under Medicaid fee-for-service, not Managed Health Services. You may see any chiropractor who will accept the Medicaid Forward Card.

Where can I get care?

Major Providers	Hospitals
Physician: <ul style="list-style-type: none"> Downtown Health Center Independent Physicians Network Medical College of Wisconsin Behavioral/Mental Health: <ul style="list-style-type: none"> United Behavioral Health <ul style="list-style-type: none"> Aurora Family Service Aurora Health Care Metro Aurora Medical Group American Behavioral Clinics Psychiatric Consultants & Therapists AARDS Shorehaven ARO Counseling Centers Stress Management and Mental Health Catholic Charities Diocese Lutheran Social Services Dental: Doral Dental	Medical Services Milwaukee — Children’s Hospital of Wisconsin Milwaukee — Columbia Hospital Milwaukee — Froedtert Memorial Hospital Glendale — Orthopaedic Hospital of Wisconsin Milwaukee — Sacred Heart Rehab Hospital Milwaukee — St. Francis Hospital Milwaukee — St. Joseph’s Hospital Wauwatosa — St. Joseph’s Hospital Milwaukee — St. Mary’s Hospital Milwaukee — St. Michael’s Hospital Milwaukee — Wisconsin Heart Hospital Behavioral/Mental Health United Behavioral Health Milwaukee — Aurora Psychiatric Hospital Milwaukee — Sinai Samaritan Medical Center Milwaukee — St. Michael Hospital
Vision: Herslof Optical Company, Inc.	

General Information

Customer and Translation Services:	1-800-504-9660 (toll free)
TDD Services:	1-800-324-7448 (toll free)
Interpreter Services:	1-800-504-9660 (toll free)
Doral Dental	1-800-417-7140 (toll free) or 1-800-404-4721 (toll free)
Herslof Vision	1-414-462-5522 or 1-800-796-6296 (toll free)
Transportation Services:	1-414-479-9400 or 1-800-504-9660 (toll free)

For general information or to find out if your doctor is a member of our provider network, call an Enrollment Specialist at 1-800-291-2002 (toll free).

What pharmacies (drugstores) will fill my prescriptions?

UnitedHealthcare has contracts with Walgreens, K-Mart, Osco, Wal-Mart, Kohl's Rx, Target, ShopKo, and other pharmacies in southeastern Wisconsin. Ask your pharmacist if they are a UnitedHealthcare provider. Be sure to show them your Forward card and any other insurance card you may have. Prescription drugs may require a prior authorization.

What special services are available to me?

- UnitedHealthcare has prenatal support programs, nutritional counseling, smoking cessation, diabetes and asthma programs. Call the Customer Service number above for more information about other health-related and community programs.
- UnitedHealthcare has an Advocacy Program to assist with access to care issues and cultural sensitivity. Please call Customer Service if you have any questions about the advocacy services.
- UnitedHealthcare provides Specialized Medical Vehicle transport in addition to common carrier transportation for covered medical services in Milwaukee County.
- UnitedHealthcare has a 24-hour emergency service to help you and your family get care in emergency situations. Call the Customer Service number above for more information.

What enrollment rules must I follow?

Every enrollee must choose a primary care doctor. If you do not choose a doctor, one will be chosen for you. This doctor will see you for most of your health care needs. To change your doctor, you must call UnitedHealthcare Customer Service at 1-800-504-9660 (toll free). You can see your new doctor on the first day of the month after we receive your call.

Telephone numbers are mailed to you in a member packet. Review your member handbook and your doctor listings. A separate UnitedHealthcare (UHC) reference card is sent to you. This includes your PCP name, important contact information and an Urgent Care listing.

UnitedHealthcare offers services to help you talk with your doctor or other health care workers. You can get this service if you do not speak English or have hearing and speech barriers. We can help you get language and sign language services. Call our Customer Service number listed above for help.

If you need to see another doctor or specialist, your primary care doctor must say it is okay. Your primary doctor will send the other doctor a written referral. The other doctor must have a copy of this written referral to see you. Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

UnitedHealthcare provides dental services in the following county: Milwaukee.

Your chiropractic services are covered under Medicaid fee-for-service, not UnitedHealthcare.



Your Health Care Provider Information

You can write down the names and telephone numbers of your health care providers.

	Name	Phone Number
PCP/Primary Doctor		
Dentist		
Durable Medical Equipment Provider (DME)		
Home Health Care Provider		
Hospital		
Pharmacy		
Personal Care Provider		
Specialist		
Specialist		
Specialist		

Other health care provider information:

Department of Health and Family Services

Division of Health Care Financing

**Questions? Call toll free (800) 291-2002
(Español and Hmong translated)**